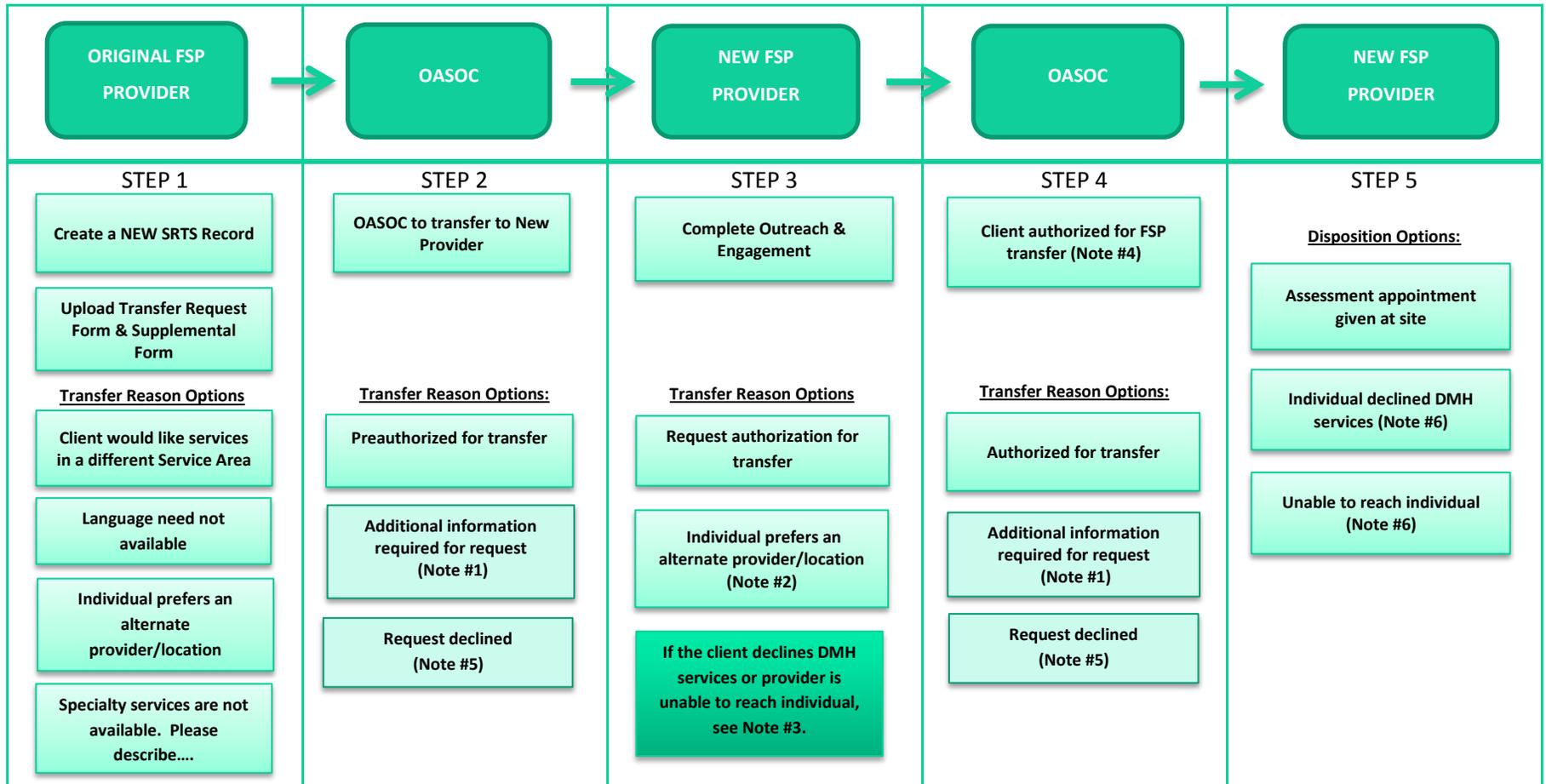


**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE REQUEST TRACKING SYSTEM (SRTS)**

**OLDER ADULT SYSTEMS OF CARE (OASOC) FULL SERVICE PARTNERSHIP (FSP) SRTS WORKFLOW
TRANSFER FROM FSP PROVIDER TO FSP PROVIDER**



Note #1: If OASOC needs additional information to determine approval for FSP, they will transfer the record back to the FSP provider with the transfer reason of “Additional information required for request”.

Note #2: If the client prefers another provider, transfer back to OASOC for linkage.

Note #3: If the client declines DMH services or provider is unable to reach individual, the new FSP provider enters a disposition to close out the record, then OASOC communicates with the new Navigator, old Navigator, and the original FSP provider to start Disenrollment from the original authorized record.

Note #4: OASOC will inform the new FSP provider and original FSP provider of successful authorization via email.

Note #5: If a request for transfer is declined, OASOC will discuss linkage with FSP provider.

Note #6: If the FSP provider selects anything other than “Assessment appointment given at site” as a disposition, they must notify OASOC and consider Disenrollment.